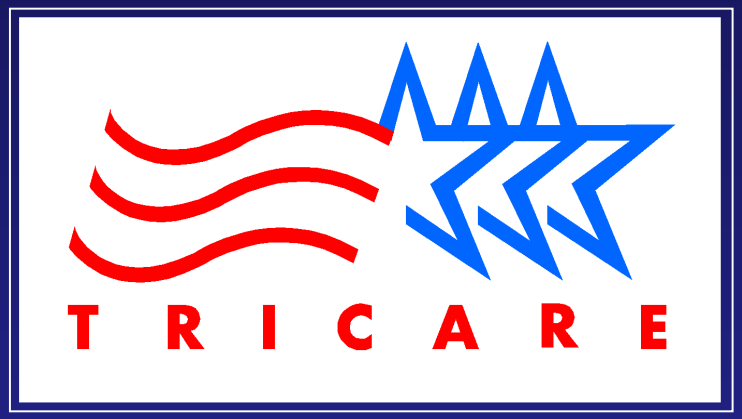


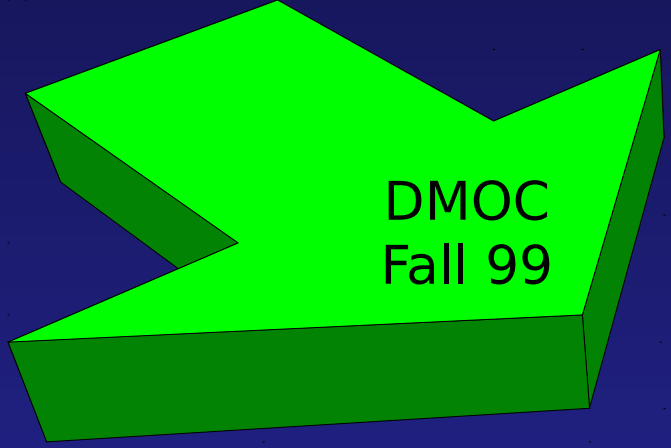
Conference Summary

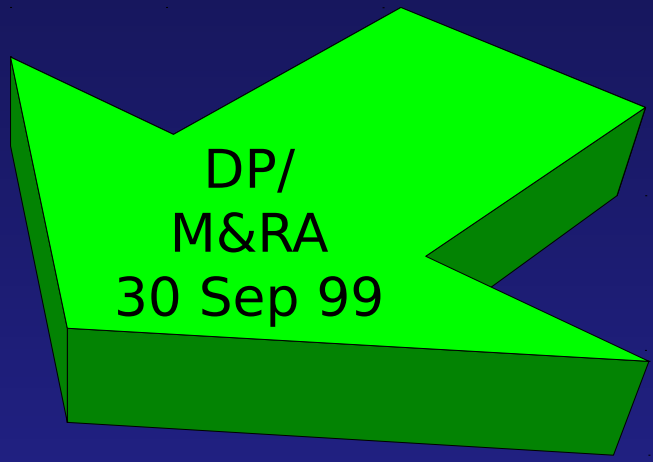
4 November 1999

Track Leaders

Office of Communications & Customer Service

www.tricare.osd.mil
click on conferences

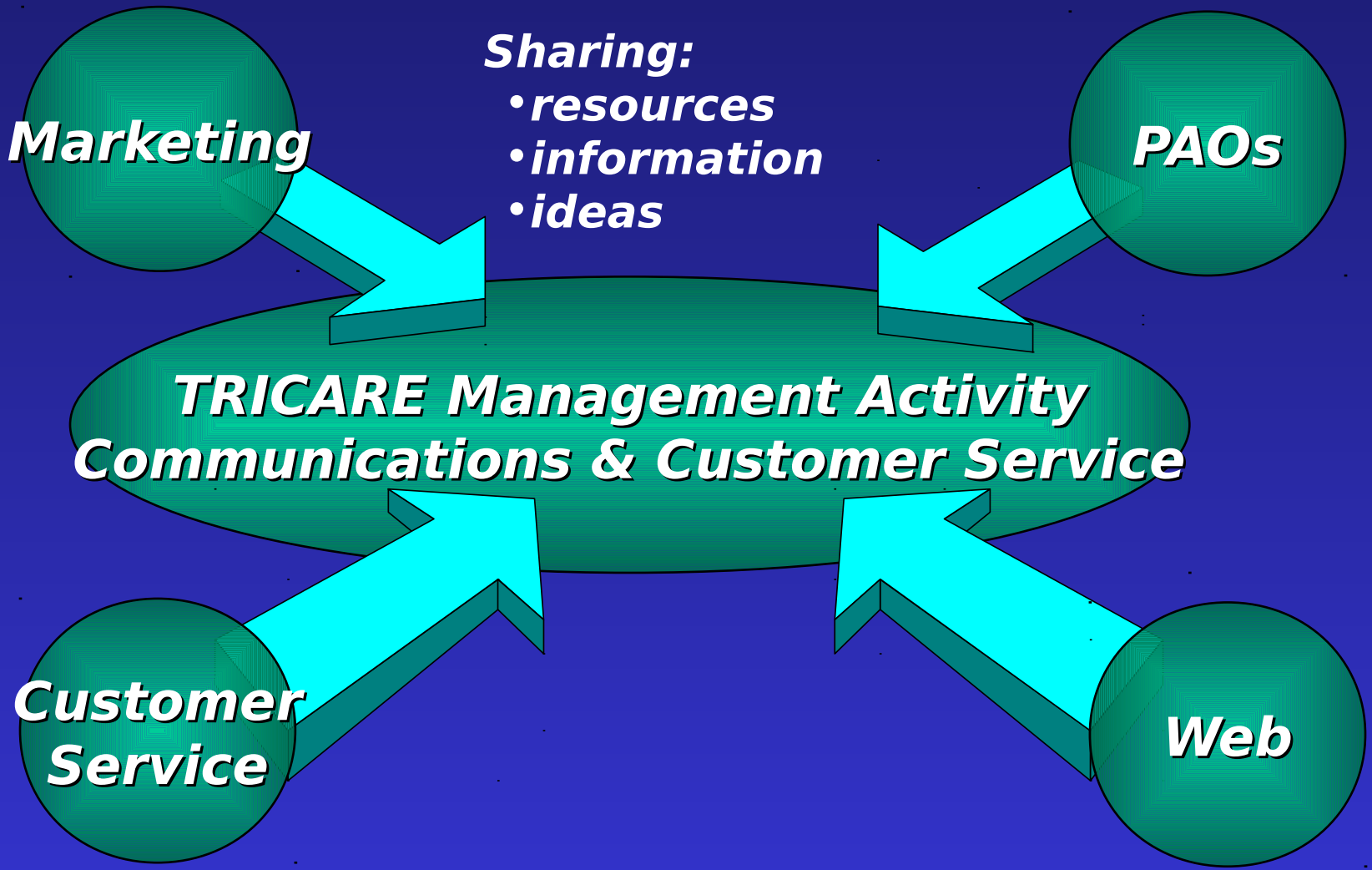




TRICARE
TRICARE Management Activity

C&CS Conference
2-4 November 1999

World-Wide VTC Working Groups



Office of Communications
Gary Whittaker, Director

TRICARE Management Activity

After Actions

- Request SG's to sponsor adding TRICARE training to all Senior Service Schools.
- Develop mail list to push updates on 10 top things MTF Commanders need to know
- Communicate better when TMA Changes performance metrics, standards, etc., claims processing.
- Develop a media readiness room on the web--have 3 message points on hot topics.

Communications Track ...continued

- Exploit (warp speed, Scottie) internet-based technologies into out overall business process architecture: e.g., on-line:
  - enrollment
  - appointments
  - referrals
  - Rx renewals/orders
  - claims processing/status
  - MD communications with pt.
  - Research
  - unlimited possibilities

Office of Customer Service & Beneficiary Education

Marcia Bonifas, Director

TRICARE Management Activity

After Actions

- National toll-free TRICARE phone number
- Deployment Family Care Plans -- addition of TRICARE Information (Medical/Personnel Issues Forum)
- Services' leave forms -- addition of updated healthcare information
- Customer service is an attitude -- not a department

"Gourmet" Customer Service & Beneficiary Education Track ...continued

- User friendly Explanation of Benefits (EOB) & Third Party Liability forms
- Prime enrollment processing timeframe (20+days) Can it be shorted?
- TRICARE Prime Remote authorization requirements
- HBA priority phone numbers for all regions
- Point of service claims issue

"Gourmet" Customer Service & Beneficiary Education Track ...continued

- Government credit cards to pay for active duty members medical care (Medical/Personnel Issues Forum)
- Beneficiary Counseling & Assistance Coordinators -- position descriptions, timeframe for implementation
- Computer/Telephone Technology (CAPTEC) proving technology to Lead Agents/MTFs for disabled employees & beneficiaries

TRICARE
TRICARE Management Activity

"We've Only Just Begun" to

Tell the Story… Solve the Problems… Deliver the Promise

Office of Marketing Analysis & Materials

Ernestyne Forbes, Director

TRICARE Management Activity

After Actions

- Evaluate The LES For TRICARE Marketing/Beneficiary Education Opportunities
- Evaluate Other Venues Such As Commissaries, PX, etc For TRICARE Marketing Opportunities
- Develop Marketing Materials That Provide Information Regarding Traveling Overseas and CONUS
- Evaluate TRICARE Messages To Ensure Beneficiaries Are Educated About TRICARE As Soon As They Enter Military Services, When They Retire,

Marketing Track
...continued

TRICARE Management Activity

- Develop DOD Directive and Implementing Instructions That Address Recommendations Provided In DOD/IG Marketing Evaluation Report.
- Surface A Revolutionary Idea - Add TRICARE To The Title Of All MTFs and Clinics
- Implement a Universal Enrollment Card in the Year 2000

Web Team
Gail Amare, Coordinator

TRICARE Management Activity

After Actions

- Be a model for industry in embracing the Internet to carry forward our vision of the world's best integrated health care system
- Develop a suggested template for Military Treatment Facility (MTF) web sites
- Organize MTF database by specialty

Web Track
...continued

- Create a forum on the web for Health Benefits Advisors to communicate with one another
- Can we have a TRICARE Prime Handbook on the web? – accurate, reliable info about TRICARE Prime?
- Provide more appropriate visibility for the Uniformed Services Family Health Plan

Web Track
...continued

- Be site specific ~ Link a lot
- Increase the frequency of distribution and details of the Phone, Letter, Email & Web Issue Tracking report
- Create a topical list for beneficiaries to find the information they're looking for:

  eye care, emergencies, appointments, pregnancy, ancillary, co-pays

TRICARE Web Checklist

- **What is TRICARE?**
  76% MTF sites ~ 83% LA sites
- **TRICARE Logo**
  44% MTF sites ~ 92% LA sites
- **FAQ**
  32% MTF sites ~ 83% LA sites
- **Toll-free Number**
  48% MTF sites ~ 82% LA sites
- **Health Care Info Line**
  30% MTF sites ~ 73% LA sites
- **Health Care Finder**
  24% MTF sites ~ 45% LA sites
- **TRICARE Service Centers**
  44% MTF sites ~ 67% LA sites
- **How do I enroll?**
  21% MTF sites ~ 58% LA sites
- **Appointments**
  47% MTF sites
- **Claims Information**
  31% MTF sites ~ 67% LA sites
- **Address** **Hours**
  51% MTF sites 41% MTF Sites
- **Local phone number/email**
  73% MTF sites ~ 83% LA sites
- **Link to www.tricare.osd.mil**
  48% MTF sites ~ 92% LA sites
- **Link to Lead Agent**
  24% MTF sites
- **Link to Contractor**
  21% MTF sites ~ 82% LA sites
- **HBA/Patient Advocate**
  57% MTF sites ~ 50% LA sites

Innovations

Prescription Refills on line

- Naples US Naval Hospital - Italy
- 39th Med Group - Incirlik Turkey
- Naval Hospital - Bremerton
- Madigan Army Medical Center
- Bayne-Jones Army Community Hospital - Fort Polk, LA
- Cannon AFB - New Mexico
- Okinawa US Naval Hospital
- 18th Medical Group -

Request an Appointment on line

- Rota Naval Hospital in Spain
- Bayne-Jones Army Community Hospital in Fort Polk, LA
- Okinawa US Naval Hospital
- 18th Medical Group in Kadena Japan
- US Army Health Clinic, Presidio of Monterey